

TALENTED PROFESSIONAL MANAGER



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TRAINING CENTER



Introduction

Talented Professional Manager Training Course develops managers who combine technical credibility with genuine people leadership. Participants learn how to set direction, build capable teams, and manage performance without losing trust. The program combines management fundamentals with coaching, decision-making, and personal effectiveness practice. As a result, learners gain the confidence to handle the demands that come with broader responsibility. Furthermore, the course strengthens delegation, stakeholder management, and the professional judgement that marks a manager others want to work for.

Talented Professional Manager Course Objectives

- Transition from individual contributor to confident people manager.
- Set goals and manage performance with SMART objectives and KPIs.
- Delegate using the five levels of delegation and clear outcome framing.
- Coach team members using the GROW model and structured on-the-job training.
- Give feedback with the SBI (Situation-Behaviour-Impact) model.
- Apply situational leadership (Hersey-Blanchard) to match style to readiness.
- Make sound management decisions using decision matrices and risk assessment.
- Manage stakeholders with power-interest grids and communication plans.
- Run effective meetings and daily management routines.
- Build personal effectiveness through prioritisation and the Eisenhower matrix.

Course Methodology

- Interactive sessions built on real management situations.
- Workshops on goal setting, delegation, and feedback practice.
- Group work on decision-making, stakeholder plans, and team charters.

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- Hands-on practice with KPI design and meeting facilitation.
- Simulation of performance conversations and difficult management cases.
- Facilitator coaching and peer review on personal development plans.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Technical specialists moving into management roles.
- Middle managers seeking to sharpen their practice.
- Supervisors responsible for team performance.
- High-potential professionals preparing for management.
- Functional managers working across departments.

Talented Professional Manager Course Outlines

Day 1: The Shift to Professional Management

- What changes when you manage people rather than tasks.
- The manager's role: direction, delivery, and development.
- Management versus leadership and when each matters.
- Setting goals with SMART criteria and team KPIs.
- Establishing expectations and performance standards.
- Building credibility with a former peer group.
- Case study: a promising specialist who struggled as a manager.





Day 2: Delegation, Priorities, and Personal Effectiveness

- The five levels of delegation and choosing the right one.
- Delegation with clear outcomes, authority, and support.
- The Eisenhower matrix for urgency and importance.
- Managing interruptions, meetings, and workload pressure.
- Saying no constructively and protecting focus.
- Managing upwards and working with your own manager.
- Workshop: redesigning a workload that depends on one person.

Day 3: Coaching, Feedback, and Team Development

- The GROW model for coaching conversations.
- Structured on-the-job training and competence verification.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Situational leadership (Hersey-Blanchard) and adapting style.
- Recognition, motivation, and intrinsic engagement.
- Handling performance and discipline issues fairly.
- Exercise: coaching a team member through a performance gap.

Day 4: Decisions, Stakeholders, and Management Communication

- Decision matrices and option appraisal for management choices.
- Risk assessment with risk registers and mitigation planning.

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- Stakeholder mapping with power-interest grids.
- Communication planning and message discipline.
- Running effective meetings and decisions that stick.
- Managing conflict between team priorities and other functions.
- Simulation: a cross-functional management decision.

Day 5: Performance, Influence, and Professional Growth

- Performance reviews and appraisal conversations.
- Setting development plans and career conversations.
- Managing change and communicating it to teams.
- Personal brand, influence, and professional networks.
- Ethical judgement and accountability as a manager.
- Building a personal development plan for managerial growth.
- Capstone: presenting a professional management development plan.

Conclusion

By successfully completing Talented Professional Manager, participants will gain a practical command of goal setting, delegation, coaching, and stakeholder management. They will acquire skills in performance dialogue, decision-making, and personal effectiveness that mark a capable manager. Gentex Training Center designs the program to help professionals manage with confidence and build teams that perform consistently.





FAQs

Q1 What is the "Talented Professional Manager" course about?

It develops managers who combine technical credibility with genuine people leadership. The course spans goal setting and performance management, delegation and prioritisation, coaching and feedback, decision-making, stakeholder management, and personal effectiveness.

Q2 What are the key benefits of the "Talented Professional Manager" course?

You gain the confidence to handle broader responsibility without losing trust. The course improves delegation and prioritisation, sharpens coaching and feedback, strengthens performance conversations, and helps you build a team that performs without constant supervision.

Q3 What skills will I gain from the "Talented Professional Manager" course?

You will develop four core skills: goal setting and performance management, delegation and personal effectiveness, coaching, feedback, and team development, and management decision-making with stakeholder communication.



Q4 What tools, methods, or standards are covered in the "Talented Professional Manager" course?

The course covers the SMART criteria, team KPIs with baselines and targets, the five levels of delegation, the Eisenhower matrix, the GROW coaching model, the SBI (Situation-Behaviour-Impact) feedback model, situational leadership (Hersey-Blanchard), decision matrices, risk registers, power-interest grids, communication planning, and structured on-the-job training.

Q5 How is the "Talented Professional Manager" course applied in real-world practice?

Participants apply it to real work such as setting team objectives, running a performance review, delegating a project with clear accountability, and facilitating a cross-functional decision meeting. The same methods support one-to-one check-ins and personal development planning.